



注册 Spa 部门主管 (CSS)

The Certified Spa Supervisor (CSS) program is a certification for spa supervisors and managers. The certification program was developed by the International SPA Association (ISPA) in partnership with the Educational Institute to provide education and resources for spa supervisors who may be new to their positions or those who are seeking additional education and recognition.

The CSS designation, a hallmark within the spa industry, signifies an understanding of basic supervisory skills and indicates a deep commitment and belief that continued education is fundamentally important in professional growth.

Prerequisites: 取证条件

The Certified Spa Supervisor application is only available as part of the Supervisory Skill Builders for the Spa Industry program, which must be completed as a prerequisite for certification.

Because individual backgrounds vary widely in the hospitality industry, applicants may pursue the CSS designation through one of two options: Plan 1 emphasizes an experience; Plan 2 emphasizes early entry. All plans require documented evidence of experience and successful completion of a comprehensive examination.

Plan 1 Eligibility – Experience 工作经验

- Successful completion of the ISPA Supervisory Skill Builders Series
- Current full-time employment in a CSS qualifying position* with at least three months of full-time experience in one or more such positions.

Plan 2 Eligibility -- Early Entry 现有职位上取证

- Successful completion of the ISPA Supervisory Skill Builders Series
- Currently not employed in a CSS qualifying position*. However I understand that if I am accepted in the CSS program I will have six months from the time I successfully pass the CSS exam to secure full-time employment as a qualified supervisor* in the spa industry and to have held one or more such positions for a minimum of three months.

*A qualifying supervisor is a person who supervises two or more individuals; has job duties that are at least 20 percent supervisory in nature and include such tasks as scheduling, training, interviewing, disciplining, inspecting, and conducting performance



reviews; makes decisions and judgment calls while performing daily duties; and has input on hiring and firing decisions within a spa facility.

Exam: 考试

Interested in taking your certification exam online? Our high-quality exams are designed to ensure maximum value to our customers, and each has been rigorously tested before release.

A proctor* may be a CSS, a hospitality educator, an AH&LA member association/federation executive, your immediate supervisor or a member of the clergy.

*Please keep in mind that your designated proctor cannot be a relative.

The CSS exam consists of 116 multiple-choice questions that must be answered within a two hour time period. All test questions are designed to test the candidate's mastery of various competencies derived from six key areas of knowledge in combination with on-the-job hospitality work experience. The key areas of testing are:

- You as a Supervisor
- Conducting Orientation and Training
- Leadership
- Handling Problems and Conflicts
- Motivation and Team Building
- Staffing and Scheduling
- Improving Employee Performance
- Effective Communication
- Time Management

Candidates must submit an application and meet the necessary prerequisites. All Online Exams require that examinations be administered under the supervision of a proctor.